



COMMUNITY SERVICES DIRECTOR



Rapidly growing Gilbert, Arizona, is seeking an innovative leader with strong interpersonal, partnering, and organizational management skills to become Community Services Director. An ideal candidate is collaborative, experienced in staff and systems development, politically astute, and committed to Continuous Quality Improvement (CQI). Responsibilities for this newly created department include park maintenance, recreation, cultural and riparian programs, and library services.

THE COMMUNITY

The Town of Gilbert, Arizona is a family friendly, rapidly growing community of 190,000 in Maricopa County, about 15 miles southeast of Phoenix.

Neighboring cities are Tempe, Mesa, Chandler, and Queen Creek. Gilbert's roots date to the early 1900's when it was

primarily a farming community fueled by the construction of the Roosevelt Dam and the Eastern and Consolidated Canals in 1911.

Gilbert was known to many as the "Hay Capital of the World" until the late 1920's. Today, Gilbert is experiencing exponential growth. In 1980 the population was 5,717 and in January of 2000 it was 105,000. The most current estimates peg Gilbert's population at over 190,000. Gilbert has 72 square miles in its planning area, most of which has been incorporated. Gilbert will reach build-out at an estimated population in excess of 325,000 within approximately 15 years. Gilbert's growth profile will be changing significantly as commercial and employment users populate the open land adjacent to the recently completed Santan Loop 202 Freeway through the community. Over five million square feet of retail and employment uses have been approved for construction over the next two years.

Gilbert's median household income of \$68,032 compares to a Greater Phoenix average of \$44,623. Over 94% of the adults in Gilbert have graduated from high school and over 36% have a Bachelor's degree or higher, compared to 25% in the greater Phoenix area. Gilbert's median age is 30.1 years and there are 3.1 persons per household unit. With a very balanced housing profile, the most recent median home sales prices in Gilbert range from \$300,000 to \$350,000, compared to \$263,000 for the whole of Maricopa County. Various

sports celebrities and Phoenix area business leaders have chosen to make and call Gilbert their home.

Gilbert's three school districts, Gilbert Unified, Higley Unified, and Chandler Unified, have met the challenge of the community's substantial growth, as evidenced by aggressive physical plant



construction, the hiring of hundreds of new teachers per year and high school ACT/SAT test scores that are well above both state and national averages. The secondary schools participate in the *National*

Renaissance Program. Gilbert Unified has been designated as a "Blue Ribbon District" by *Expansion Magazine*—a publication for site selection professionals in the business world.

In addition to the Gilbert School Districts, major employers in Gilbert include: GoDaddy (internet domain service), General Dynamics C4 Systems (aerospace and aviation), Mercy Gilbert Medical Center (healthcare), and a broad spectrum of businesses representing both the contracting and retail sectors of the local economy. Current developments include over two million square feet of commercial and industrial development that is in either planning or implementation stages.

Recreational amenities in the community include dozens of golf courses within a few minutes drive, five local golf courses, several parks, a riparian preserve (innovative 100+ acre dual purpose wetlands wildlife preserve and wastewater recharge facility), a large regional library, miles of hiking, equestrian and bike paths and trails, and five nearby lakes. Major regional activities include college football's *Fiesta Bowl*, NBA basketball (Phoenix Suns),

NFL football (Arizona Cardinals), Major League Baseball (Arizona Diamondbacks), Major League Baseball Spring Training (Arizona Cactus League featuring 12 teams), NHL hockey (Phoenix Coyotes), Arizona State University sports, and PGA/LPGA golfing events.

TOWN GOVERNMENT

Incorporated in 1920, Gilbert is a General Law community governed by the Council/Manager form of government. There are six Council Members and a directly elected Mayor elected at-large to four year overlapping terms. The Council appoints the Town Manager who serves as the administrative head of the Gilbert's seven major departments that include: Community Services, Fire, Police, Public Works, Development Services, Support Services, and Prosecutor.

Dedicated to citizen participation, the Town of Gilbert has eighteen advisory boards and commissions appointed by the Council. Major boards and commissions include the: Parks and Recreation Advisory Board, Arts Advisory Board, Human Relations Commission, Community Activities Board, Mayor's Youth Advisory Board, Design Review Board, Economic Development Advisory Board, Planning Commission, and the Redevelopment Commission.

Gilbert's budget for 2006-2007 reflects overall appropriations of \$866 million, including a General Fund budget of \$140 million. Major sources of General Fund revenue are sales tax and state-shared revenues. Total staffing for Gilbert exceeds 1,150 FTE's. To keep



pace with community growth Gilbert has added over 230 new positions to the budget over the past three years. Gilbert's leaders have a well-established and ongoing Continuous Quality Improvement effort aimed at enhancing service to both internal and external customers. Gilbert officials are also seeking a positive balance between employment and housing.

Signs of the transition from suburban residential development in Gilbert include a regional mall, a retail mall, a retail lifestyle center, auto malls, and numerous retail power centers; three hospitals; and conversion of Williams Air Force Base to a mix of employment, education (ASU Polytechnic and Chandler Gilbert Community College) and charter, flight training and private air service uses. Public facility improvements include the opening of a new Public Safety Complex and the Freestone Recreation Center in 2003. More recent projects include numerous fire stations and a state-of-the-art Police/Fire Property Facility. Current projects under construction include a South Area Municipal Service Center and a district park that will feature a complex of eight replica sports venues.

Community Services Department

Reporting to the Town Manager, the Community Services Director will oversee a budget of \$16 million and a staff of 111 engaged in park maintenance, recreation programming, cultural services, riparian programs, and library services. Library services are offered through a contractual agreement with Maricopa County. The Community Services Department generates revenues of approximately \$2.35 million.

CURRENT ISSUES AND PRIORITIES

The Town Manager has identified the following issues and priorities that will require the energy, expertise, and commitment of the new Community Services Director:

- Seek opportunities for partnering with other agencies, both public and private, to provide in a cost effective manner the level of service needed in the community. (Note: As an example, the Town's Civic Center landscaping is maintained contractually by a private company,

the sports complex is operated through a contractual agreement, and a planned ice facility is through lease and private operation on public land.)

- Establish viable relationships with a broad spectrum of community stakeholders, including but not limited to schools, homeowner associations and adjacent cities to provide recreation facilities and opportunities
- Provide leadership for effective and efficient use of existing and planned recreational facilities
- Seek opportunities to provide covered "open" space to optimize recreational facility access during summer months
- Provide leadership and innovative support to advisory boards, volunteer programs, and community agencies in the areas of parks, recreation, libraries, community activities, arts advisory, and leisure services for the community
- Provide leadership for development of two regional parks during the next five years
- Work effectively with Maricopa County for operation of a second library in Gilbert which is at a Chandler School District
- Explore alternatives for a new special events center
- Develop the community education and dual purpose riparian programs for all three water recharge sites
- Establish appropriate cultural and entertainment providers to offer appropriate facilities and services to the community for museum, entertainment, and cultural activities

IDEAL CANDIDATE

The ideal candidate will be a committed, innovative leader with excellent interpersonal and stakeholder relationship skills, along with a positive track record in organizational development and leveraging of community assets. Gilbert seeks candidates who are proactive and forward thinking. Experience dealing with the challenges of a high growth



environment would be beneficial. Successful candidates will have a demonstrated ability to practice AND APPLY accountability, continuous quality improvement (CQI) and effective staff mentoring. To be a successful complement to the Department's Management Team, highly qualified candidates will be collaborative team players, superior problem solvers, notably innovative, as well as confident communicators. A healthy sense of humor and an optimistic attitude will complement this energetic and dedicated team. A demonstrated ability to understand and apply effective and efficient management of all resources is essential.

Education and Experience

Serious candidates will have an advanced degree in public or business administration or a closely related field, supplemented by substantial relevant experience in staff development, community partnering, local government budgeting, CQI, and facility planning. The person hired will also need to maintain a valid Arizona driver's license. In addition to the above, Gilbert municipal leaders have further stated that the ideal candidate should have the following attributes:

- Outgoing, approachable and comfortable in dealing with internal and external stakeholders at all levels
- Excellent consensus building, conflict resolution, and listening skills
- Analytical, objective and fair
- High degree of personal and professional integrity
- Adept at negotiating agreements in a rapid growth environment
- Skill in effective budget administration

- Ability to champion Gilbert's organizational values
- Proactive and willing to engage potential stakeholders constructively and to position Gilbert for non-traditional relationships
- Politically astute without being political
- Excellent communication and presentation skills, and ability to effectively convey technical information in a user-friendly manner
- Proactive in accommodating a broad range of citizen and community interests
- Open, honest, discreet, and straightforward with the courage of his/her convictions
- Self-confident, intelligent and a quick-study, with well-rounded interests
- Willing/able to mentor and hold staff accountable, without being a micro-manager
- A sense of humor and even temperament
- Willing to help others succeed and is not egocentric
- Appreciation for the arts
- Ability to methodically develop and implement a rational capital improvement plan

COMPENSATION AND BENEFITS

Appointment may be made anywhere in the salary range that has a maximum of \$131,000. Gilbert's competitive benefit package includes:

- Retirement (Arizona State Retirement System)
- Medical Insurance
- Paid Holidays (10)
- Vacation (up to 18 days annually)
- Sick Leave (12 days annually with a buyback provision)
- Bereavement Leave (up to 3 days annually)
- Short and Long Term Disability Insurance
- Flexible Spending Account (IRS 125 pre-tax deductions)
- EAP (Employee Assistance Program is paid by the Town and covers up to 10 sessions per year per issue for employee and dependents.)
- Optional Deferred Compensation and Other Savings Programs
- Tuition Reimbursement (maximum \$5,000 per year)
- Optional Financial Planning Services
- Life Insurance (equal to annual salary)
- Auto Allowance

APPLICATION AND SELECTION PROCESS

For additional information regarding this position contact Stuart Satow at:



CPS Executive Search
241 Lathrop Way
Sacramento, CA 95815
Tel: 916-263-1401, Fax: 916-561-7205
Email: resumes@cps.ca.gov
CPS Executive Search website:
www.cps.ca.gov/search

This position is open until filled. Interested candidates are encouraged to apply early. First review of resumes will be June 15, 2007. Applicants should submit a resume, cover letter, indication of current salary, and a list of three work-related reference sources (who will **not** be contacted in the early stages of the recruitment) to CPS Executive Search. The resume should reflect both months **and** years of beginning and ending dates of positions held. Also indicate the size of budget and staff you have managed.

Preliminary screening interviews of the most qualified candidates will be conducted by early July with those whose overall credentials are deemed most qualifying. Gilbert officials will then invite a small number of candidates to compete in a final selection process by late July. An appointment is expected by mid-August, following extensive background and reference checks.

Please visit the Town's website at www.ci.gilbert.az.us

